

# How to Claim an Existing License/Account



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Fall 2018

# New Licensing Portal

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In the fall of 2018, the Louisiana Bureau of EMS transitioned to a new electronic licensing system, commonly referred to as “The Portal”.

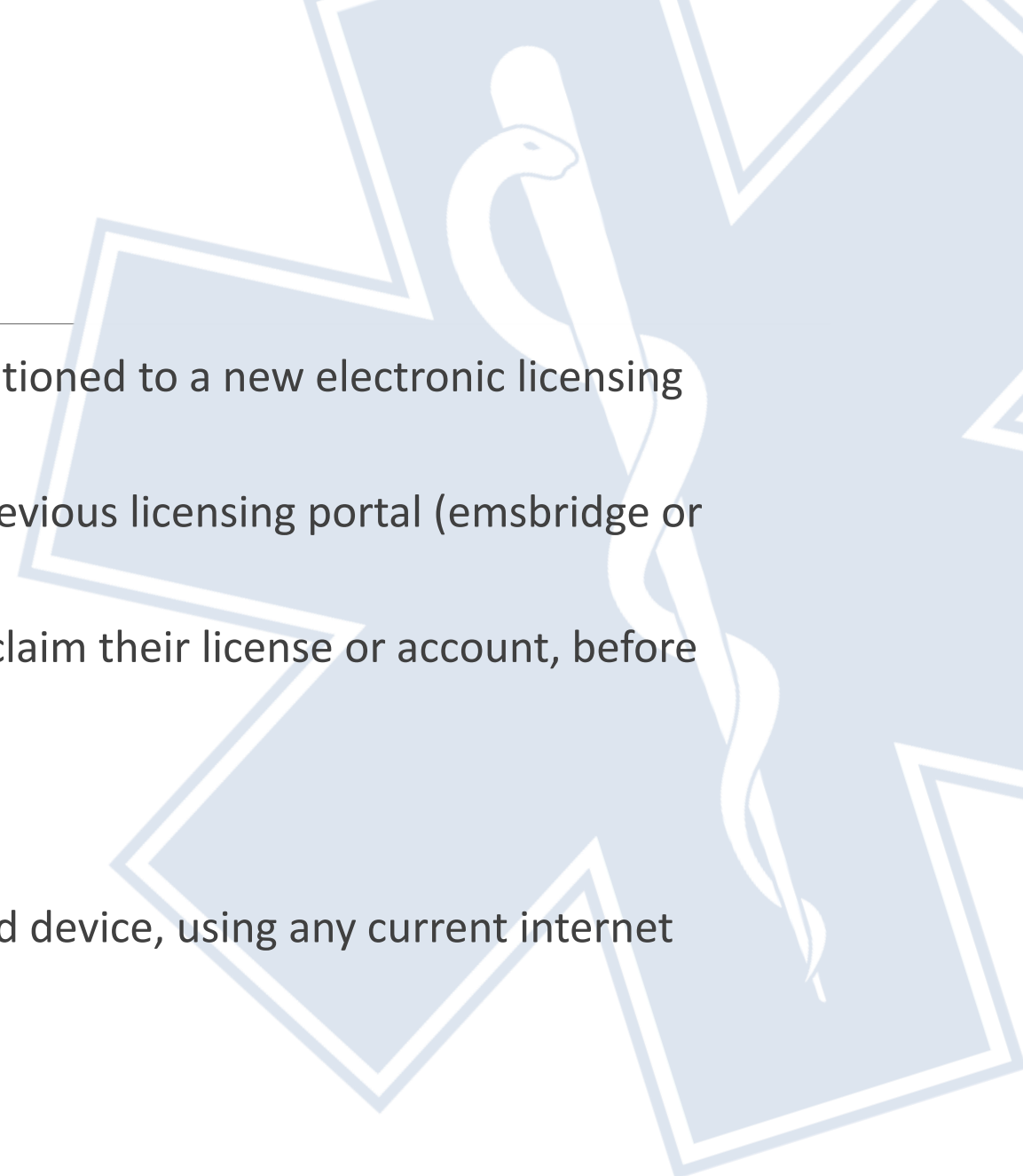
All existing licensing data was transferred from the previous licensing portal (emsbridge or ImageTrend) to the new portal.

All users of the previous licensing portal will need to claim their license or account, before utilizing the new portal.

The new portal is web-based and is found at:

- **<https://labems.ldh.la.gov>**

The portal may be accessed from any internet enabled device, using any current internet browser.



- 1) Open an internet browser (e.g. Google Chrome, Microsoft Edge, Mozilla Firefox) of your choice.
- 2) Go to portal:  
<https://labems.ldh.la.gov>
- 3) Users may wish to bookmark the portal URL in the web browser.
- 4) Please note that login IDs and passwords from previous portals have been reset. Until a license or account has been claimed, all users are considered “first time users.”
- 5) Click the “First Time Users Register Here” button.

Login to LA EMS Information Management System

https://labemsuat.ldh.la.gov/Login.aspx

Apps BEMS Portal BEMS Admin

LOUISIANA DEPARTMENT OF HEALTH  
Bureau of Emergency Medical Services

**BEMS IMS**

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## Welcome to BEMS IMS

**WARNING - USE OF THIS SYSTEM EXPRESSLY CONSENTS TO MONITORING**

This system may contain Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transmit to/from this system constitutes violation of state law, and may subject the individual to criminal and civil penalties. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to law enforcement personnel.

☒ I ACCEPT the above statement

## Login

Login ID:

Password:

☐ Show Password

**Login**

[Forgot Password?](#) [Forgot Login ID?](#)

**First Time Users Register Here**

**Click Here to Search Licenses**

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To begin click here...

- 6) Complete the User Registration information.
- 7) When claiming an existing account, the user's Social Security Number, Date of Birth, License Level, First Name, and Last Name must match exactly to the record on file.
- 8) Once completed, enter the Image Code as shown. A confirmation email with a temporary password will be sent to the user's email address on file.
- 9) Please note that a confirmation email will be sent to the existing email address on file. Entering a different email address during registration will NOT change the existing email.
- 10) If you are unable to receive the confirmation email because the existing email on the account is no longer in use, please call the BEMS Office (225-925-4022).

The screenshot shows the 'User Registration' page of the BEMS IMS system. The page has a header with the Louisiana Department of Health logo and the text 'BEMS IMS'. Below the header, there are several input fields for user information. A yellow callout box points to the 'Please enter Desired User/Login ID:' field with the text 'Login IDs are not case sensitive'. Another yellow callout box points to the 'Image Code' field with the text 'Image code is not case sensitive'. The form includes fields for Social Security Number, Date of Birth, Last Name, First Name, Middle Name, Suffix, Telephone Number, Alternate Phone Number, Work Phone, Email, and Verify Email. There is also a section for Physical Address with fields for Street Address, ZIP Code, Parish/County, City, and State. At the bottom, there is a section for BEMS License Level (if licensed) and a section for the Image Code. The Image Code section includes a button to 'Generate New Image' and a text input field for the code. Below the input field are 'Register' and 'Cancel' buttons. The browser's address bar shows the URL 'https://labemsuat.lah.gov/Users/RegisterUsers.aspx'. The system tray at the bottom right shows the time as 11:06 AM on 11/20/2018.

LOUISIANA DEPARTMENT OF HEALTH  
Bureau of Emergency Medical Services

**BEMS IMS**

User Registration

Please enter Desired User/Login ID:

Login IDs are not case sensitive

Social Security Number

Verify Social Security Number

Date of Birth (mm/dd/yyyy)

Last Name

First Name

Middle Name

Suffix

Telephone Number

Alternate Phone Number

Work Phone

Email

Verify Email

Physical Address:  
Enter the Street Address and then ZIP Code to look up City and State:

Street Address:

ZIP Code:

Parish/County:

City:

State:

BEMS License Level (if licensed):

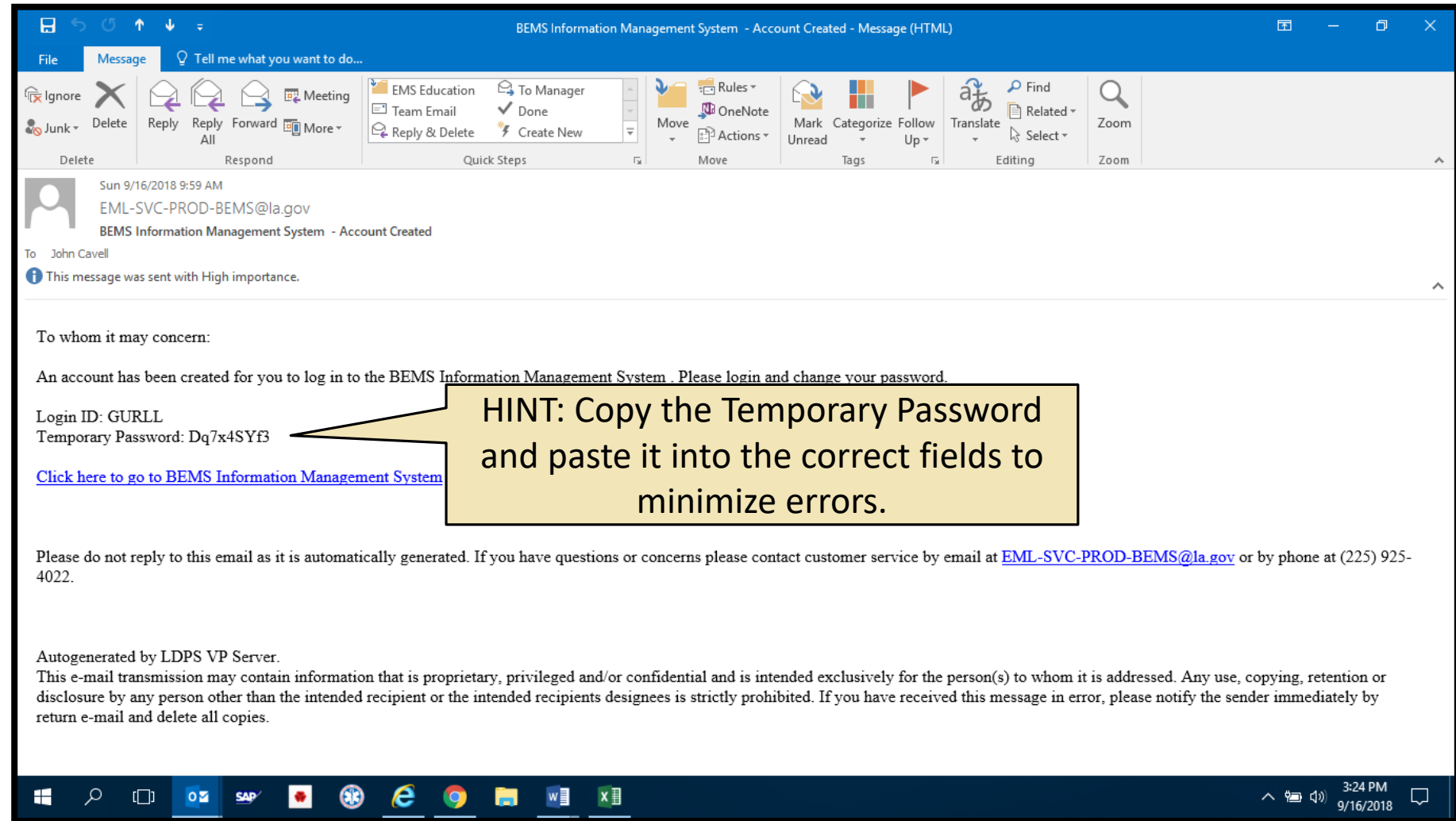
Type the code from the image. Image code at the bottom is not case sensitive.

**EMCHC**  
Generate New Image

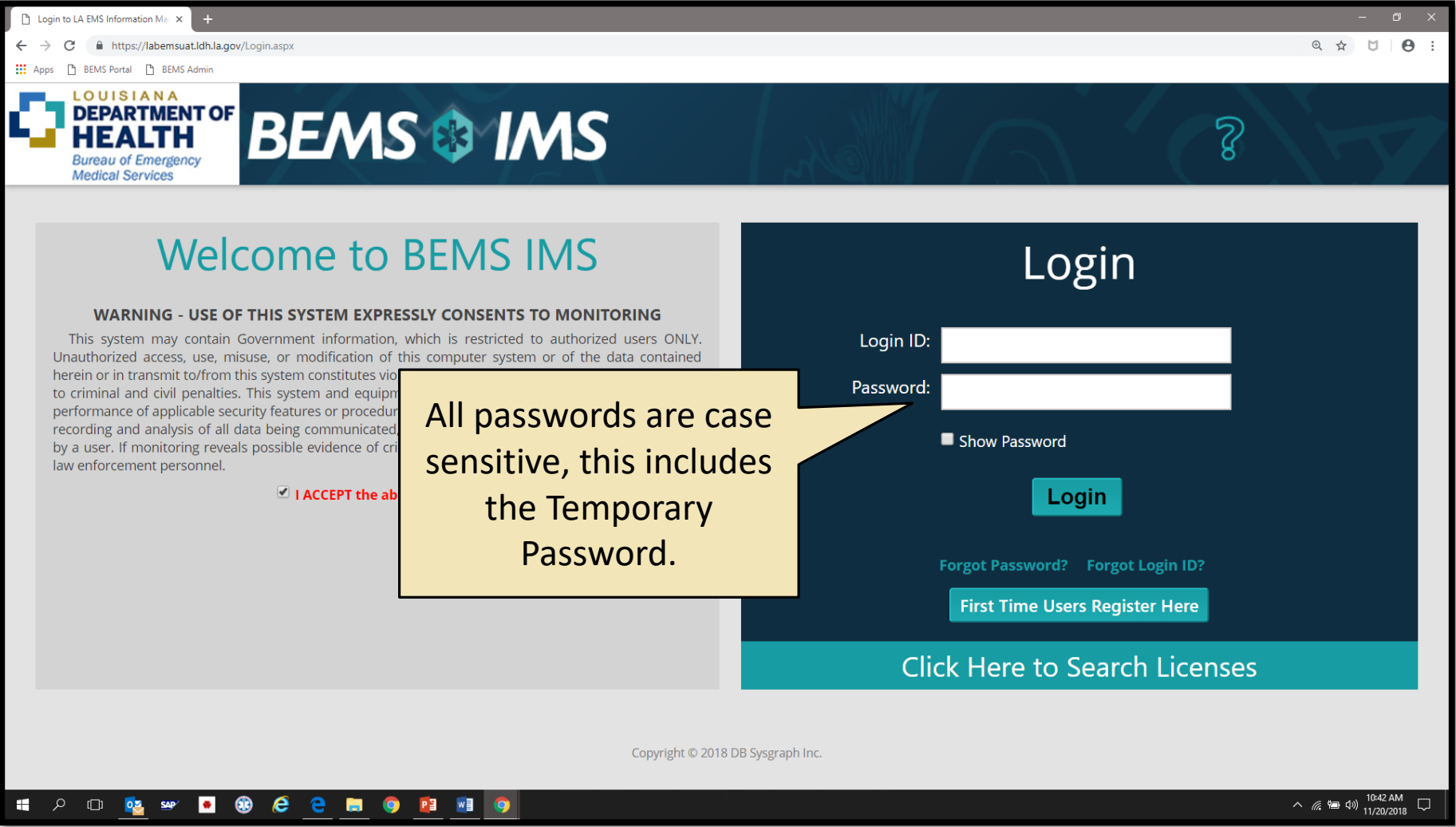
Image code is not case sensitive

Register Cancel

- 11) The auto-generated confirmation email will contain the Login ID and the Temporary Password.
- 12) Please note that the Temporary Password is case sensitive.
- 13) Also, please note that the Temporary Password will be used twice in upcoming steps.
- 14) Click the link to return to the portal log in page in your browser.



15) Using the Login ID and Temporary Password provided in the confirmation email, login to the portal.



- 16) On the initial use of the new portal, users must change their password.
- 17) Users should select Security Questions and provide accurate responses. These will be used in the future to allow users to reset passwords.
- 18) If the user is licensed, the Personal Details are “grayed out” and cannot be edited in this screen. Licensed individuals must update their demographic data in the “Contact Details” on the Main Menu.
- 19) To reset Passwords and Security Questions in the future, select “Manage your ACCOUNT” in the Main Menu.
- 20) Once the Password and Security Questions have been updated, click the “Home” button in the top right corner of the screen.

When resetting a Password, be sure you follow the security requirements.

☒ Check here to Change Password

Enter Previous or Temporary Password:

Enter New Password:

Verify New Password:

☐ Show Passwords

**Save Password**

☒ Check here to Change/Select Security Questions

1

2

3

**Save Questions**

Personal Details:

*Account details can be changed from the the License Application if required*

Last Name:  First Name:  Middle Name:  Suffix:

Telephone Number:  Alternate Phone Number:  Work Phone:

- 21) Congratulations! You have successfully claimed your account.
- 22) This page is the Main Menu of the new portal. In the future, this will be the initial screen after a successful login.
- 23) For guidance specific to each of the options on the Main Menu, please refer to the Bureau of EMS website:  
<https://ems.ldh.la.gov>

